NIH National Institute on Aging

Rodent Ordering User Guide

UX & Web Development
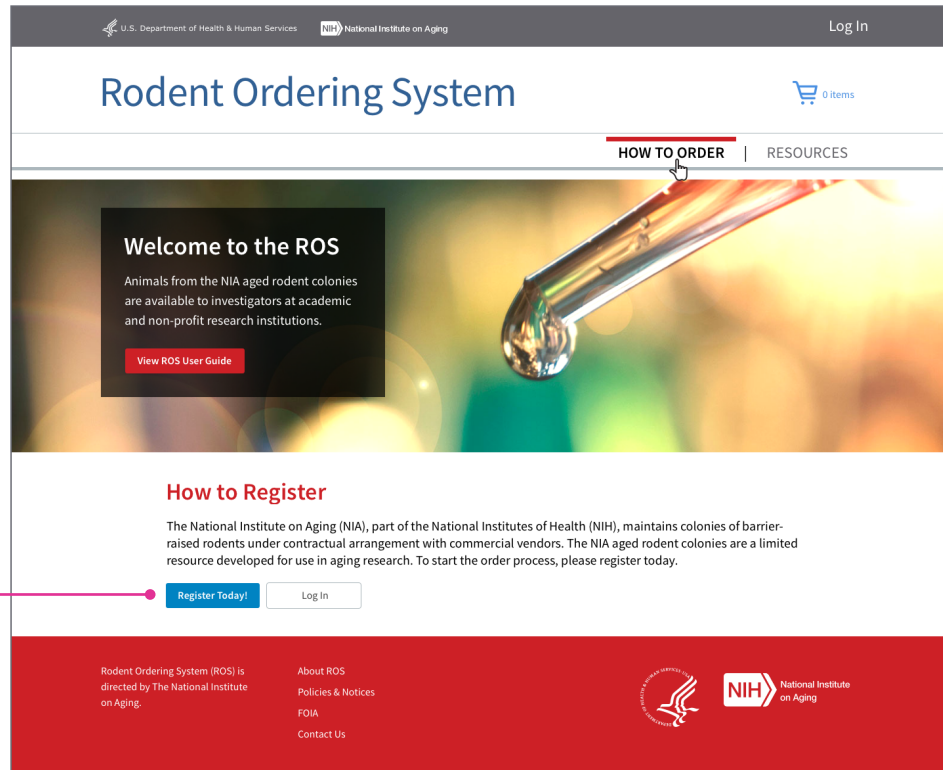User Guide • August 7, 2019

National Institute on Aging

ROS User Guide

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GETTING STARTED

Register Button

In order to start the order process, you **must register first** by clicking the 'Register Today!' button on the homepage and creating an account.

NEW CUSTOMERS

Figure 1: Create new account screen

New customers are asked to fill out the following information on the 'Create new account' screen (see figure 1):

- Full name—Should be the name of the account holder, the person responsible for submitting the orders.

- Country—Click on the dropdown arrow and select a country.

- Address—This will be saved as the initial shipping address. Additional shipping addresses may be added after account creation.

- City—Enter a city.

- State—Click on the dropdown arrow and select a State.

- Zip Code—Enter a zip code.

- Phone Number—Enter a contact phone number.

- Organization—Click on dropdown arrow and choose your organization from the list. If it is not included, select 'Add New Organi-zation' (the first option).

- Department—Enter your department.

- Principal Investigator—Enter a principal investigator.

- NIH Grant—If you have an NIH Grant Number select 'Yes' and enter your NIH Grant Number in the box labeled 'NIH Grant

Number'. For non-NIH Grants select 'No' and enter your grant number in the box labeled 'Grant Number'.

- Email—This is the account email address and must be unique (i.e., only one account can be associated with this address). This address will be used for logging in, order notifications, and resetting your password. If your organization has a general email address that multiple customers' order notifications should go to, you should add it as a 'Additional Contact Email Address.'

- Create Password—Enter a password twice. Passwords must be at least eight (8) non-blank characters in length and contain three of the following types of characters: capital letters, lower case letters, numeric characters and at least one of the following special characters ! # $ % - _ = + < > Passwords must be changed at least once every 60 days, and it cannot be the same as the past 24 passwords for the same user.

- Additional Contact Email Address—Enter additional email addresses that should receive notifications regarding your orders.

- CAPTCHA—This is for testing whether or not you are a human visitor and to prevent automated spam submissions.

RETURNING CUSTOMERS
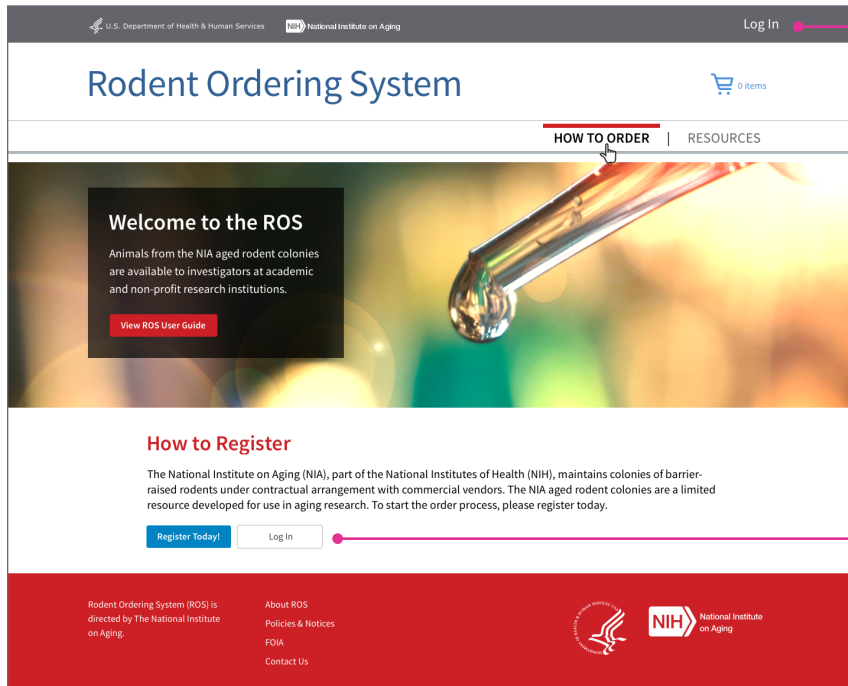
Log In Button

First, click on the "Log In" button under "How to Register" on the homepage or the "Log In" link found at the top of all pages.

Username, Password & TFA

Second, enter your username and password to log in. If two-factor authentication is enabled, a verification code will be sent as an SMS message to your mobile device, and you must enter the code into the verification form within one (1) day. This extra step helps protect your account in case anyone else tried to sign in as you. Even if someone finds out your username and password through phishing or another way, they won't be able to sign in without access to your phone. If two-factor authentication is not enabled, please disregard this field.
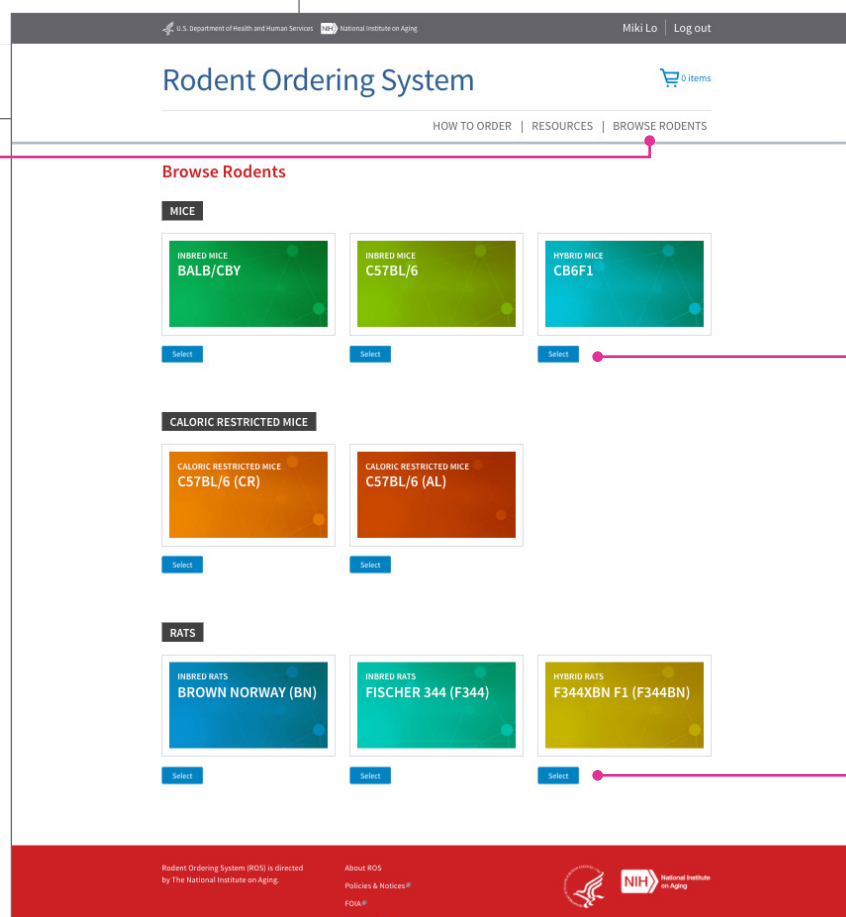
PLACING AN ORDER
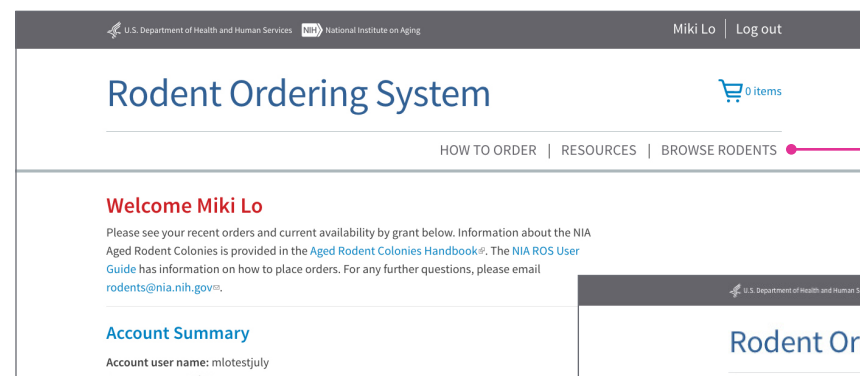
Browse Rodents

After you log in, you will be able to see 'Browse Rodents' in the navigation bar.

Browse Rodents Screen

When you click on 'Browse Rodents' in the navigation bar, you will be taken to page that displays the strains available (see figure 2).

Note: Individual orders can mix mouse strains or rat strains, but one order cannot have both mice and rats—orders for mice and rats must be placed separately. Orders for caloric restricted mice must also be placed separately from other rodent orders. We cannot split up an order after it has been placed, so if this instruction is not followed, the order will have to be resubmitted and may be delayed.

Select

When you click on the 'Select' button you will be taken to the 'Product Display' page (see figure 3 on page 7) that lists more details of the rodent you selected.

Figure 2: Browse Rodents screen.

PLACING AN ORDER

Order More Items

To order additional line items, click on 'Back to Browse Rodents' or 'Browse Rodents' in the navigation bar.

Select Sex, Gender & Quantity

Click on the dropdown arrow and select **sex**, **age** and **quantity**.

Add to Cart

Click on the 'Add to Cart' button when finished. You will then get a message that the selected rodent has been added to your cart and the number of rodents in your cart will be shown next to the **blue shopping cart icon** (see figure 4).
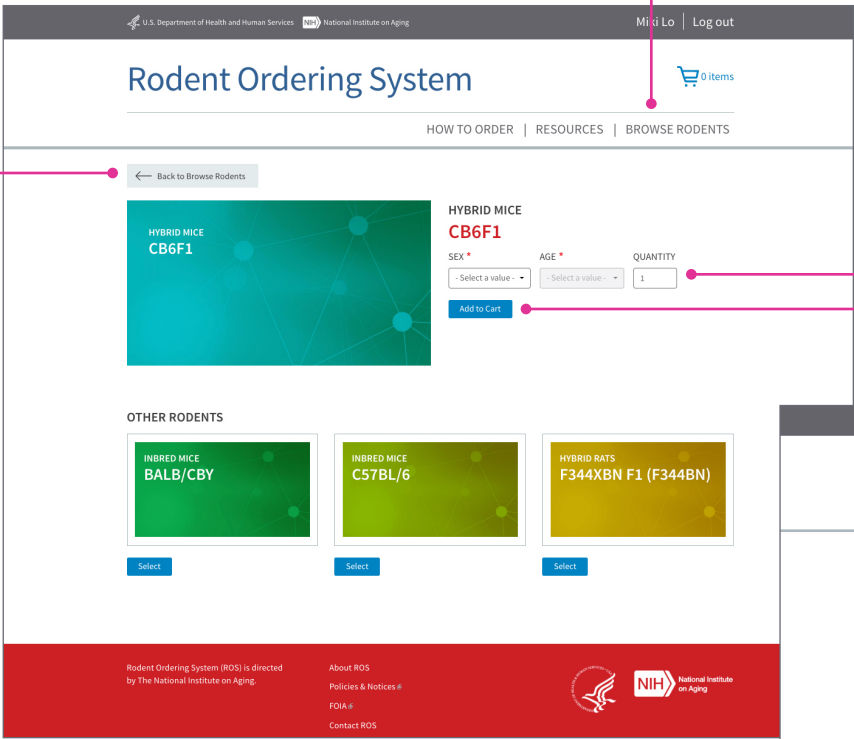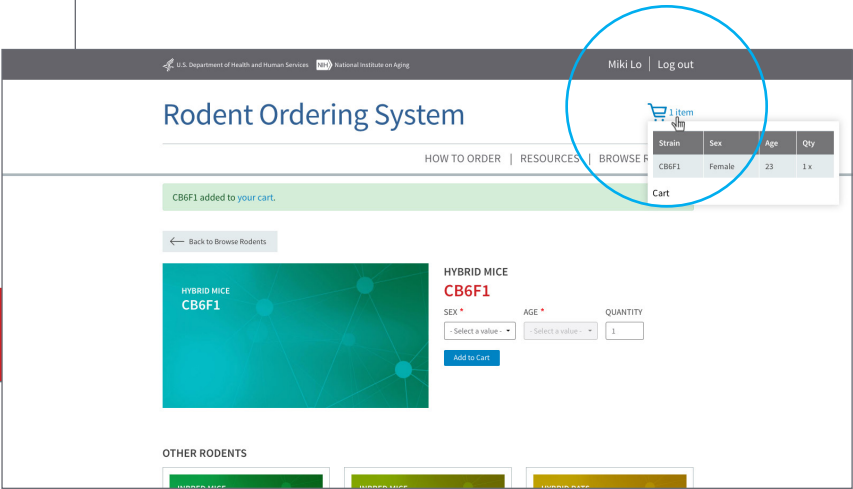
Figure 3: Product Display screen.

Figure 4: Shopping cart icon.
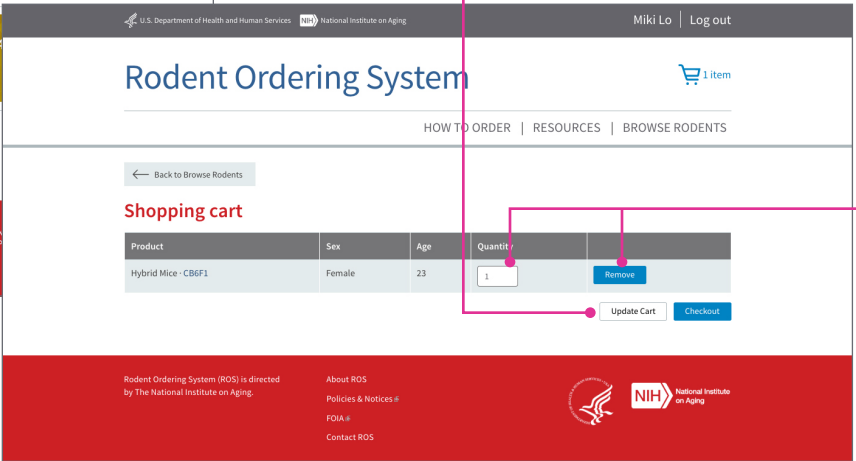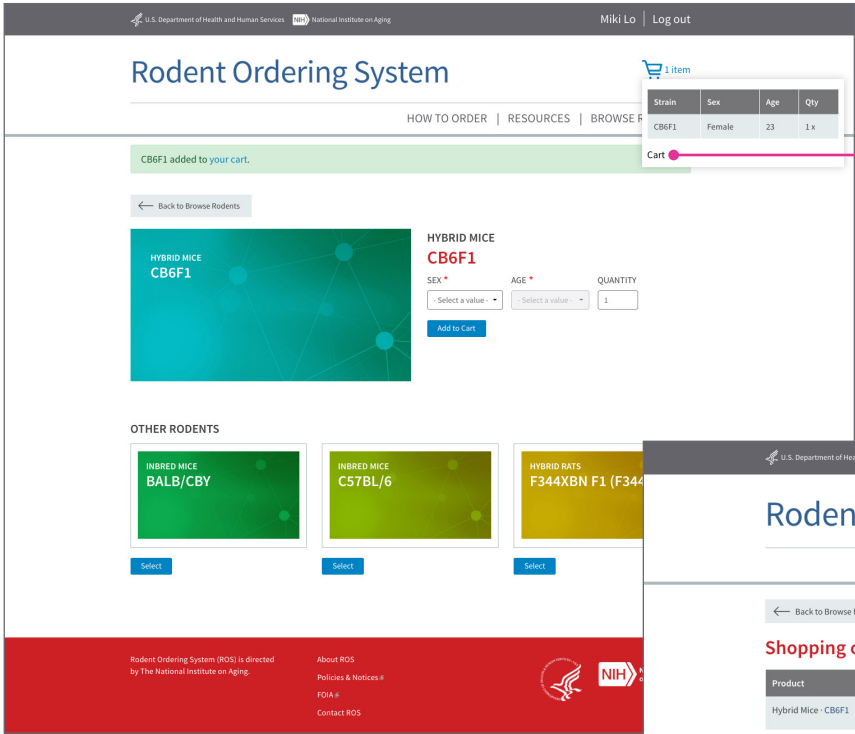
PLACING AN ORDER

Cart

When you are ready to place your order or if you need to change the quantity of rodents in your order, click on the 'Cart' link.
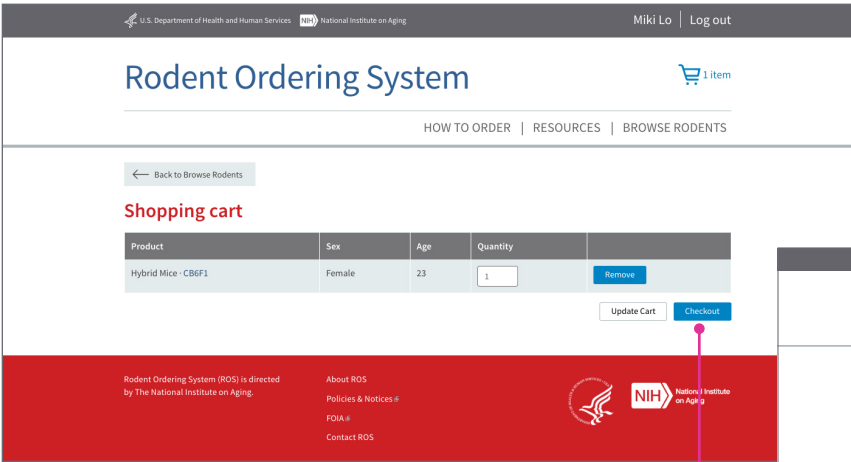
Update Cart

Change the number in the table or and click 'Update cart'.

Remove an Item

To remove an item, change the quantity to "0" or click on the 'remove' button.

CHECKING OUT YOUR ORDER

Comments Box

Desired delivery dates and/or any other special instructions should go in the Comments box.
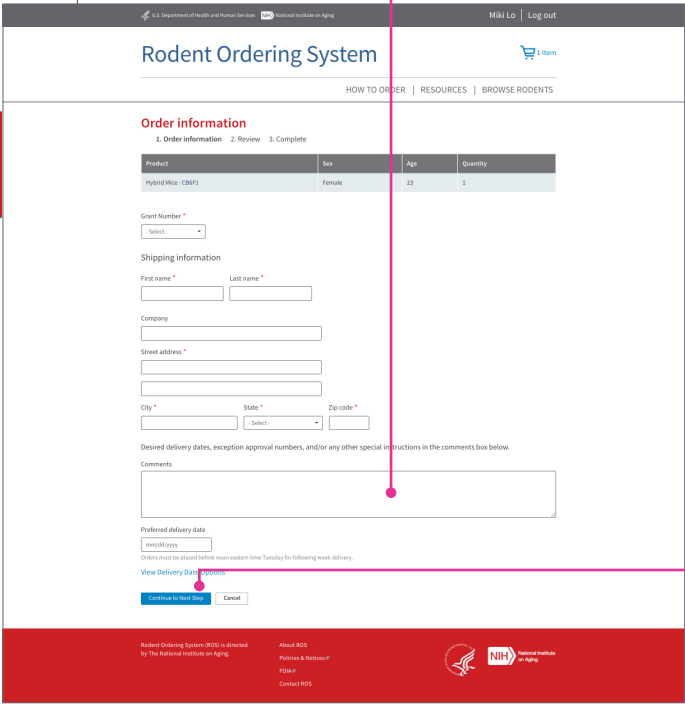
Checkout Button

Click on the 'Checkout' button to finalize your order.

When you click on the 'Checkout' button, you will be taken to the Checkout page. This page (see figure 5) shows a table of the products you wish to order along with their age, sex, and quantity. Below it is a form prefilled with your default shipping information. To change the shipping address for this order just replace the default values with the address you want the order shipped to. Note: additional notification emails are for this order only and will not be saved automatically.

Figure 5: Order Information screen.

Continue to Next Step

Click on the 'Continue to Next Step' after filling out all the necessary information (see figure 5). This takes you to the order review page (see figure 6 on page 10).
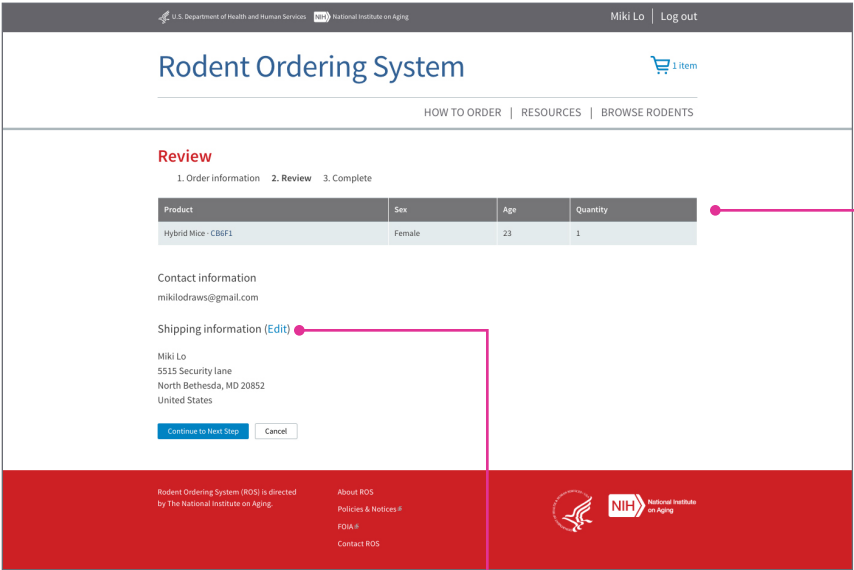
CHECKING OUT YOUR ORDER

Figure 6: Order Review screen.

Review Your Order

Double check that all information is accurate. We cannot change orders once they are submitted.

If all the information is correct, click on 'Continue to Next Step' to submit your order.

Edit Your Shipping Information

Click the 'Edit' link to go back and edit your shipping information, comments, and/or preferred delivery date.

CHECKING OUT YOUR ORDER

Confirmation & Order History

After submitting your order you will get a message telling you that checkout is complete and what your order number is. A confirmation email will be sent to the email address(es) specified (see figure 7.1). To see a list of current and past orders go to your account page by clicking on your name at the top right side of the page (see figure 7.2).

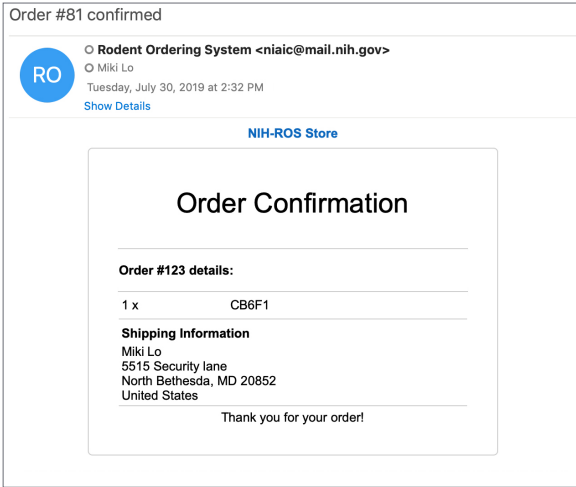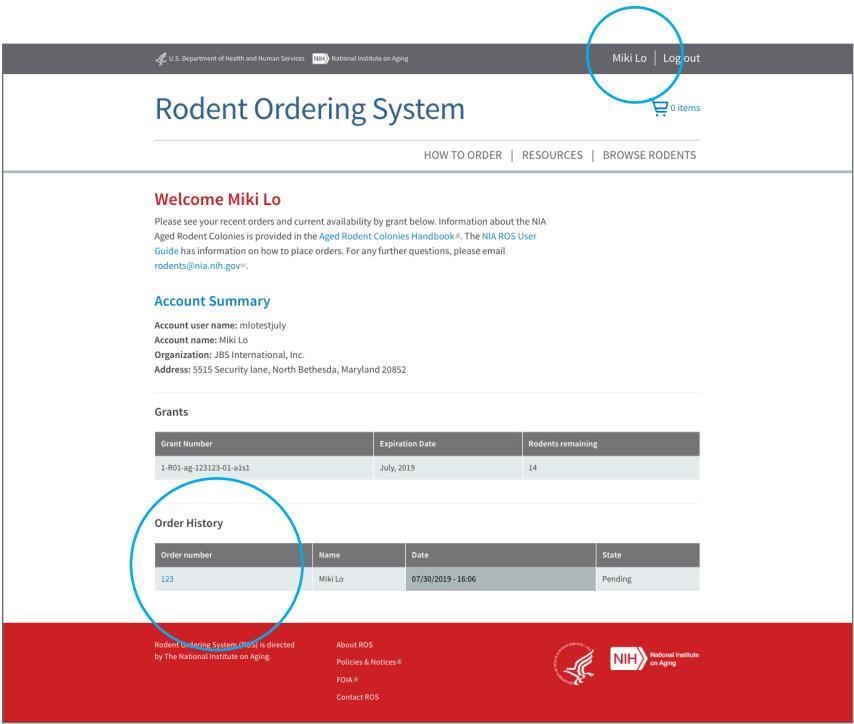If you want to place another order, follow the same steps detailed above.

Figure 7.1: Confirmation email.

Figure 7.2: Order History Table.